

Driver Licensing And Identification Card Issuance ACTION/ISSUE STATEMENT

POL-2

DMVJ3D

Short Description:

DESIGNATED OFFICES OR WINDOWS FOR PROCESSING TRANSACTIONS REQUIRING PROOF OF LEGAL PRESENCE

Decision Issue:

Should DMV dedicate specific customer service centers (CSCs) or specific windows within CSCs for processing transactions requiring proof of legal presence?

Impact and Challenges:

Currently, all customers applying for an original driver's license, ID card and all customers renewing or reinstating their driver's license can visit any DMV CSC to conduct these transactions. If DMV dedicates specific CSCs or windows within CSCs for processing legal presence transactions, customers could only obtain original driver's licenses and ID cards or other transactions requiring proof of legal presence from the designated CSCs. Or if dedicated windows were used, these transactions could only be processed at these windows.

Dedicated CSCs for processing transactions requiring legal presence would require a significant public information campaign as well as an on-going public relations effort. DMV would need to clearly inform customers that only the designated CSCs could issue original driver's licenses and conduct other transactions requiring proof of legal presence. Determining which CSC to visit could be difficult and confusing for customers.

Dedicated CSCs or windows would require training for fewer DMV staff; however, having a limited number of CSCs where transactions requiring proof of legal presence could be processed could result in significant inconvenience for customers and require some customers to drive long distances to conduct their transactions.

DMV Recommended Decision:

DMV recommends that all DMV CSCs process transactions that require proof of legal presence. The agency recommends using its electronic queuing system to identify and direct customers with transactions requiring proof of legal presence to windows staffed by employees trained in evaluating documents and conducting legal presence transactions. Thus, customers can conduct legal presence transactions at any CSC; however, DMV will not have to train every front counter employee to conduct these complex transactions.

DMV Commissioner's Signature

Date

Panel Recommended Decision:

The panel agreed with the recommendation, with the following changes:

DMV recommends that all DMV CSCs process transactions that require proof of legal presence. The agency recommends using its electronic queuing system to identify and direct all customers with transactions requiring proof of legal presence under HB 1954 and SB 1058 to windows staffed by employees trained in evaluating documents and conducting legal presence transactions. Thus, customers can conduct legal presence transactions at any CSC; however, DMV will not have to train every front counter employee to conduct these complex transactions.

Panel's Signature

Date

Secretary's Recommended Decision:

Secretary's Signature

Date

Governor's Recommended Decision:

Governor's Signature

Date